DiCentra FAQs - 7

PEX Error Uploading Results

Question: I have just tried to upload results from DiCentra to PhotoEntry and I get a *Problem Uploading Results* or *Upload Competed (Some Failures)* dialogue that looks like one of the figures below. How do I fix this?
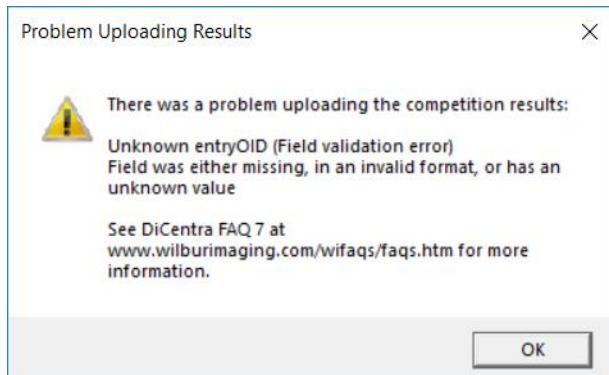

Figure 1
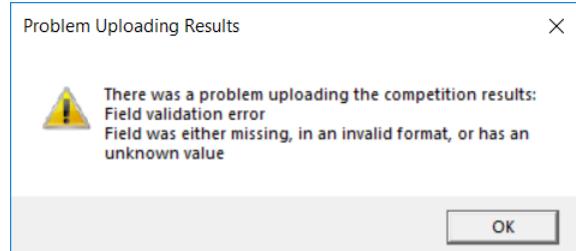
Figure 2
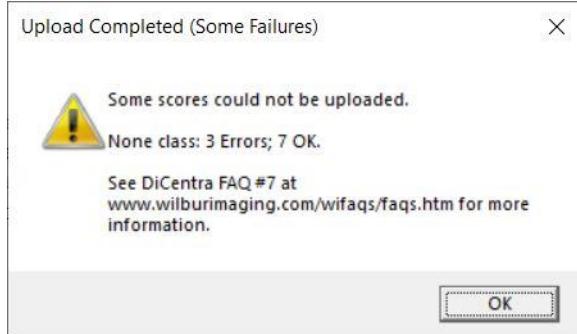
Figure 3

Answer: PhotoEntry has rejected (some of) the results you uploaded because one or more DiCentra marks/awards relates to an image that is no longer in the PhotoEntry competition.

Figure 1: The most likely cause of this error is that the competition organiser or an entrant has made a last-minute change to one of their images after the competition images have been downloaded to DiCentra from PhotoEntry. Then, the competition organiser has forgotten to download the images again. Thus, some images in the DiCentra competition are different to those in the PhotoEntry competition.

When it comes to uploading the results, the earlier image is still in the DiCentra competition but there is no identical image identifier in the PhotoEntry competition for the results to be applied to. As a result, <u>no updates to any results for the associated class</u> are made.

If you update to DiCentra version 4.16 or newer and try again all but the late entries' marks should be uploaded.

Figure 2: If you see a dialogue like *Figure 2*, please update your version of DiCentra immediately, as PhotoEntry will not work with DiCentra version 4.11 after 1st October 2018.

Figure 3: DiCentra version 4.16 or later may produce this dialogue. It is likely that 3 late entries have been added to the competition for class "None" using DiCentra directly (Setup > Load Images and Setup > Make Competition). Since they are not contained in the PhotoEntry database these marks cannot be uploaded, but the other marks for that class will be uploaded.

If this does not answer your question, please contact e*nquiries@wilburimaging.com*.

SRW 14th September 2020